WiMarkit Customer Service Policy

1. Our Commitment to Customers

WiMarkit is a multi-vendor social commerce marketplace that helps customers discover and purchase products from independent vendors. We want customers to shop with confidence and vendors to be treated fairly. This policy explains how customer service concerns, order issues, returns, refunds, and disputes are handled on the platform.

WiMarkit may help coordinate communication between customers and vendors, review order information and supporting evidence, and assist with a fair resolution. The specific resolution available depends on the circumstances, the product, the payment and delivery arrangements, and applicable law.

2. How to Contact Customer Support

Customers should contact WiMarkit through the official customer support channels made available on the platform or in their order information. When requesting assistance, please provide the order number, the item concerned, a clear description of the issue, and any supporting photographs or videos requested.

Please do not share passwords, payment PINs, one-time passcodes, or other confidential security information with anyone claiming to provide customer support.

3. Orders, Changes and Cancellations

Customers should review the product listing, price, quantity, vendor details, delivery information, and any special conditions before placing an order. Requests to change or cancel an order should be made as soon as possible. A cancellation may not be possible once the vendor has prepared, dispatched, or otherwise fulfilled the order.

If an order cannot be fulfilled, the customer should contact WiMarkit or follow the instructions shown on the platform. Any refund due will be handled in accordance with the applicable payment process and law.

4. Delivery Problems

Customers should contact WiMarkit promptly if an order is missing, delayed beyond the stated delivery expectation, delivered to the wrong location, or received with damaged packaging.

Keep the packaging and order information until the issue has been reviewed.

Provide photographs or other evidence when requested.

WiMarkit may contact the vendor or delivery partner to investigate and determine the next steps.

Delivery estimates may vary by vendor, location, courier, and other circumstances. Any delivery fee or remedy will be assessed based on the order terms, the cause of the issue, and applicable law.

5. Return Window and Reporting an Issue

Customers should report a return concern within 24 hours of receiving the order. The request must identify the item and clearly explain the reason for the return. Photographs, videos, or other supporting information may be requested.

The 24-hour period is WiMarkit's standard reporting window, not an automatic rejection rule for every late claim. WiMarkit may review a request submitted later where there is a reasonable explanation, a hidden defect, or another circumstance in which a remedy may be required by applicable law.

Return requests may be considered for concerns such as:

An item arriving damaged or defective.

An incorrect item being delivered.

An order arriving incomplete or missing essential parts or accessories.

A material difference between the delivered item and its product description or advertised condition.

A change of mind does not automatically qualify for a return. Eligibility may depend on the product category, its condition, the listing terms, and applicable consumer rights.

6. Items That May Not Be Returnable

Some items may be restricted from return because of hygiene, health, safety, perishability, personalisation, digital access, or legal requirements. These may include:

Perishable goods, including fresh food and other goods that spoil quickly.

Opened or used personal-care and hygiene products, where restrictions are permitted by law.

Customised or personalised products, except where a remedy is required by law or the item is defective or misrepresented.

Gift cards, vouchers, and other redeemable products, subject to applicable law.

Pharmacy products and veterinary medicines where return restrictions apply.

Certain digital products, subscriptions, or downloadable content after access or redemption, where permitted by law.

Items clearly marked “Final Sale”, where the restriction is lawful.

Other product categories subject to lawful safety or regulatory restrictions.

A non-returnable designation does not remove any legal right to a remedy for an item that is defective, damaged, incorrect, or materially misrepresented. Customers should contact WiMarkit promptly if a concern arises with any restricted item.

7. How to Request a Return

Contact WiMarkit through the official support channels or the return process shown in the order details, where available.

Provide the order details, identify the item, and clearly state the reason for the request.

Provide photographs, videos, or other evidence if requested.

Wait for the return decision and instructions before sending the item back.

Sending an item back without approval or instructions may delay the review. Customers should not combine items from separate orders in one return unless WiMarkit or the vendor specifically instructs them to do so.

8. Returning an Item to a Vendor

After a return is approved, customers must follow the instructions provided by WiMarkit or the relevant vendor. Unless instructed otherwise, items should be returned with the original packaging, tags, accessories, manuals, and other included components, where applicable.

Customers should remove personal information from electronic devices before returning them, where possible. WiMarkit or the vendor may inspect a returned item to assess the reported concern.

Return delivery arrangements and costs depend on the reason for the return, the delivery method available, the vendor's arrangements, and applicable law. Customers will be informed of any customer-paid return delivery cost before proceeding, where practicable.

9. Refunds, Replacements and Exchanges

After reviewing a return request, WiMarkit or the relevant vendor may offer an appropriate resolution, which may include a refund, replacement, exchange, repair, or another remedy where suitable and permitted by law. The outcome depends on the circumstances and the options available.

Where a returned item must be inspected, the refund may not be initiated until the item has been received and assessed. Refunds will generally be made to the original payment method where possible. If that method cannot accept a refund, WiMarkit may discuss an alternative method with the customer.

The time for a refund to appear depends on WiMarkit's processing and the relevant payment provider or financial institution. Any timeframe displayed by WiMarkit should be treated as an estimate unless expressly stated otherwise. WiMarkit will provide an update if additional information or verification is needed.

Delivery fees and any other charges will be considered based on the reason for the return, the order terms, applicable law, and whether the issue resulted from a vendor, courier, customer, or platform error.

10. Return Fees and Deductions

WiMarkit aims to avoid hidden charges. Any applicable return delivery cost or proposed deduction must be explained to the customer before it is applied, where practicable, and must be lawful and supported by the circumstances.

Customers should not be charged for damage, defects, incorrect items, or other errors attributable to a vendor or WiMarkit. Where an item is returned damaged, incomplete, or used beyond what was reasonably necessary to inspect it, WiMarkit may review the facts before determining whether any lawful deduction is justified. Disputed charges may be reviewed by customer support.

WiMarkit does not set a fixed late-return penalty or automatic restocking fee under this policy. Any future fee schedule must be communicated clearly in advance and reviewed for compliance with applicable law.

11. Product Warranties

Customers should review the product listing for warranty information and coverage conditions. Manufacturer warranties are provided by the relevant manufacturer and may vary by product. Customers may contact the manufacturer or vendor for warranty registration, coverage details, and claims.

Warranty coverage may differ for used, refurbished, or second-hand products. Warranty terms do not remove any rights a customer may have under applicable law.

12. Pharmacy and Other Regulated Products

Pharmacy products, veterinary medicines, and other regulated products may be subject to special safety and return restrictions. Customers should contact WiMarkit Customer Support if there is an issue with such an order. Any request will be handled in accordance with applicable regulatory requirements and consumer protection law.

13. Business Purchases

This policy applies to purchases made by individual customers and business customers through WiMarkit, unless specific lawful terms are clearly provided for a particular product or arrangement. Customers should review any special conditions shown before completing a purchase.

14. Incorrect Item Sent in a Return

If a customer accidentally sends the wrong item when returning a product, they should contact WiMarkit Customer Support as soon as possible. WiMarkit will make reasonable efforts to assist, but recovery of the item cannot be guaranteed.

15. Vendor Responsibilities

Vendors using WiMarkit are expected to:

Provide accurate product descriptions, images, prices, availability, and any important product conditions.

Pack orders appropriately and supply the correct item and included components.

Respond to return or complaint enquiries and cooperate with WiMarkit's review process.

Provide relevant information or evidence when a customer raises an order concern.

Honour approved resolutions and any obligations imposed by applicable law.

WiMarkit may review vendor conduct and take appropriate action under its platform terms where a vendor repeatedly fails to meet these responsibilities.

16. Complaints and Dispute Resolution

If a customer is dissatisfied with an order, vendor response, return decision, or refund, they may contact WiMarkit Customer Support and explain the concern. WiMarkit may review order records, product listings, messages, delivery information, photographs, videos, and other relevant evidence.

WiMarkit will seek to handle complaints fairly and consistently. Some cases may require additional time or information. Customers and vendors are expected to communicate respectfully and provide accurate information. Nothing in this policy prevents a customer or vendor from exercising rights available under applicable law.

17. Misuse and False Claims

WiMarkit may review suspected false, misleading, abusive, or fraudulent return and refund claims. Customers and vendors must provide truthful information and must not intentionally damage, substitute, or misrepresent items. Any action taken will be based on the available evidence, platform terms, and applicable law.

18. Privacy and Personal Information

Information provided during a customer service request should be relevant to resolving the issue. Customers should not send passwords, payment PINs, or one-time passcodes. WiMarkit will handle personal information in accordance with its applicable Privacy Policy and legal obligations.

19. Legal Rights and Policy Updates

This policy is intended to explain WiMarkit's standard customer service process. It does not limit rights or remedies that cannot lawfully be excluded under applicable law. If any part of this policy conflicts with a mandatory legal requirement, the legal requirement will apply.

WiMarkit may update this policy as the platform and its services develop. The current version should be made available through the platform. Changes will not remove rights that have already accrued where the law prevents this.

20. Contact WiMarkit

For questions about an order, return, refund, delivery issue, or complaint, contact WiMarkit through the official customer support channels displayed on the platform or in your order information.

Before Publication: Details to Confirm

This draft deliberately avoids making operational promises that have not yet been confirmed. Before publishing, WiMarkit should confirm the following:

Official customer support email address, phone number, WhatsApp contact, or in-app support route.

Payment methods supported at launch and the refund process for each method.

Who arranges and pays for return delivery in each type of case.

The operational steps vendors must follow when a return is approved.

Any product-category-specific rules and any legally required consumer disclosures.

The policy effective date and where the current version will be displayed.

This document is a working policy draft and should be reviewed against Sierra Leonean law and WiMarkit’s final platform, payment, and delivery arrangements before publication.